



# Breath of Fresh Air

Our Sustainability Journey





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All data as of 31 December 2024, unless otherwise stated.

# A message from our CEO

A very warm thank you for reading Haven's first Sustainability report.

There are many reasons why 3.6 million people choose to holiday with Haven every year, but always high on the list are the fantastic locations, the incredible coastal views and our amazing team. It's 60 years since our first guests came to a Haven park. Right from that start, caring for our environment and working with the communities close to our parks has been at the heart of our business.

Stewardship of the environments in and around our parks has been a top priority for Haven since those early days. It is a privilege to care for some of Britain's top coastal spots and we are committed to protecting and improving all our locations and to constantly working to reduce our environmental impact.

In the communities around our parks, we are often the largest local employer. We're proud to be able to offer people their first jobs and to provide them with the life skills and training they need to realise their potential, whether long-term at Haven or elsewhere. At Haven you really can start out as a lifeguard and work your way up to being General Manager running a park that is a significant and complex business, employing hundreds of people.

As well as providing jobs on our parks, Haven boosts local economies, not only directly but also indirectly when our guests and holiday homeowners visit local attractions and support local businesses.

This report brings together much of what has been achieved to date. So, while this is the first time we've published a Sustainability Report, the stories and actions that you'll read about are the culmination of 60 years of our culture. This is only the start of our sustainability story, and it's something we'll continue to build on in the years and decades to come. I'm looking forward to updating you on how we're getting on in 2026.



**Simon Palethorpe**  
Chief Executive Officer



“

*Right from the start, caring for our environment and working with the communities close to our parks has been at the heart of our business...*

”

# Haven at a glance



**39**

parks across the UK



**12k**

team members  
during peak season



**3.6m**

holidaymakers



**23k**

holiday homeowners



**6,800**

acres in prime  
locations around  
UK coastline



**£520m**

invested between  
2021 and 2024



**115**

swimming pools



**10**

5G mobile masts,  
boosting rural  
connectivity across  
the UK



# Our Purpose Framework

Delivering meaningful outcomes for our stakeholders

## Our mission

To give our guests and owners a great time, with memories that last a lifetime



## Our vision

To become the UK's most loved holiday and holiday home business



## Our values

Bring the sunshine  
Dare to care  
Do it with pride



## Stakeholders

Guests and owners  
Team members  
Local communities  
Shareholders  
Suppliers



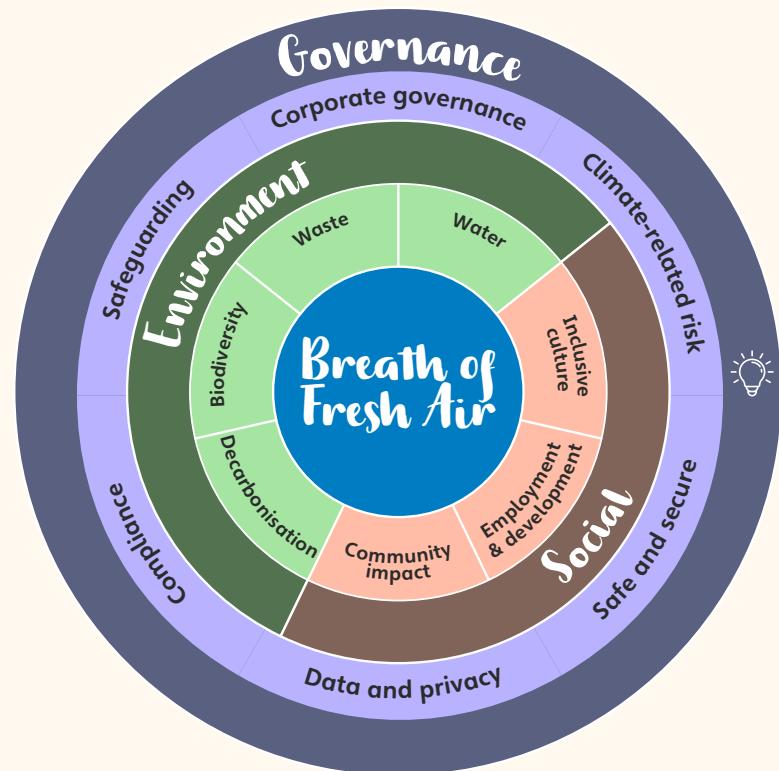
# Our Sustainability Framework

Our Sustainability Framework lays out our approach to environmental and social issues, underpinned by our robust governance.

The purpose of this report is to present a comprehensive and transparent overview of our priorities and the progress we're making.

## Alignment with UN Sustainable Development Goals

At Haven we're part of a global effort to make a positive difference and transform the world we live in. That's why we've aligned our priorities with the UN's Sustainable Development Goals.



# Environment

## Our priorities: a summary

The Haven experience is deeply rooted in the beautiful environments of our parks across the country. We're one of the country's largest single stewards of UK coastline, so our role as caretaker of these environments is a core part of who we are and one of our key priorities.



### Decarbonisation



### Waste



### Water



### Biodiversity

## Achievements at a glance



**27%**

reduction in carbon  
emissions since 2019  
(t/CO2/Guest week)



**1m+**

guests taking part in nature  
activities across our parks  
since 2017



**18k**

solar panels installed  
across our roofs  
since 2023



**97k**

$m^3$  of water saved from  
reducing leaks since 2021



**200k**

LED lights rolled  
out across the parks  
since 2013



**93%**

of our waste diverted  
from landfill in 2024



**39**

Green Teams across  
our parks



**60%+**

of our commercial vehicle  
fleet electrified to date

# Reducing our carbon footprint

For over a decade, Haven has prioritised reducing its carbon footprint, investing tens of millions of pounds in energy efficiency, renewable generation, and the transition away from fossil fuels. These efforts have significantly lowered the greenhouse gas emission intensity of our operations\*.

Energy consumption—primarily gas and electricity—remains our largest source of operational emissions. We have enhanced our data collection and analysis capabilities, enabling targeted investments in energy-saving technologies and empowering our teams to drive further reductions. Every park has a dedicated “Green Team”, and staff are encouraged to minimise utility usage.

Beyond reducing consumption, we are expanding renewable energy generation, deploying electric vehicles, installing air source heat pumps, and trialling innovative electrification technologies.

The following pages detail our progress to date and our ongoing initiatives in this priority area.

\* Measured as tonnes of CO<sub>2</sub> per Guest Week



# Decarbonisation – our progress

When measuring and reporting on carbon emissions, it's important for us to use a common metric that enables us to track progress while accounting for sustained business growth. The metric we use is carbon emissions, in metric tonnes, per guest week sold.

The following graph shows Haven's carbon emissions, in metric tonnes, per guest week sold, and demonstrates a reduction of 27%, compared to our baseline year of 2019.

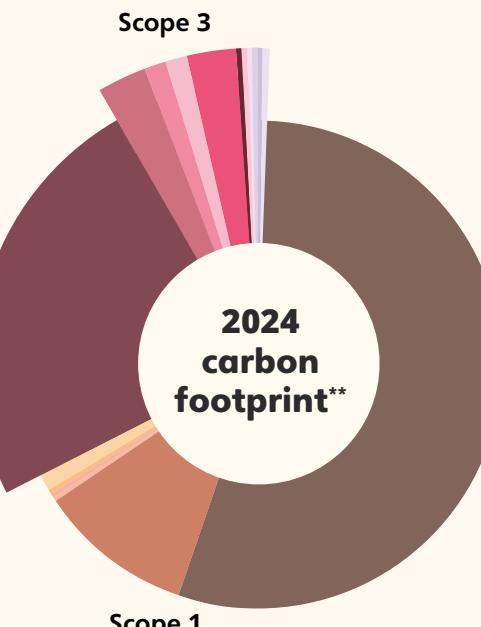
In 2024, we purchased all of our grid-supplied electricity from clean renewable sources. However, since we report using a location based methodology we have included the carbon emissions associated with grid-supplied electricity within our carbon emission calculation.

Our carbon emissions per guest week sold



Since 2019 we've seen a 43% growth in holidays, based on self-catered holiday weeks, and a 6% growth in holiday home pitches

\*\*Full breakdown of emissions is included in appendix.



Total 58,306 TCO<sub>2</sub>e

27%

reduction in carbon emissions since 2019 (t/CO<sub>2</sub>e/Guest Week)

# Decarbonisation – energy efficiency

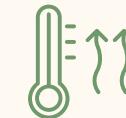


## Taking a data-driven approach

We collect and report on energy data from our core half-hourly recorded electricity meters (MPANs), our natural gas data logging meters and our 4,600 electric sub-meters. This data allows us to monitor performance at the company, park and facility level and gives us the insight needed to optimise our energy usage at a granular level, even alerting individual team members if they need to check how a specific area is operating.

Using Building Management System (BMS) data, we monitor pool temperatures, air temperatures within specific venues and chiller temperatures, enabling us to identify outliers and take the necessary corrective action.

This granular data ensures our teams are equipped with the information they need to take timely and effective actions.



## Heat recovery

We're one of the country's largest operators of swimming pools and entertainment venues. Swimming pool halls, in particular, require year-round climate control to maintain the right levels of humidity.

Since 2020, we've built high-efficiency heat recovery into all new and replacement Air Handling Units (AHUs) within these facilities – 23 to date. So far, We've seen a reduction in the use of natural gas and LPG at venues where high-efficiency heat recovery units have been installed.

Heat recovery has now become part of our standard AHU specification and we're also exploring other areas where it could be used. In 2025, we're running a trial to recover the latent heat from our pool backwash water using coils and heat exchange technology.

# 4,600

electric sub-meters  
installed across our parks



# Decarbonisation – energy efficiency



## Green Team

Each of our parks has a dedicated Green Team tasked with improving operational efficiency and sharing best practice. These teams have been an essential part of delivering our sustainability performance over the past decade.

**39 Green Teams**  
one on each park



Haven has complied with the Energy Savings Opportunity Scheme (ESOS) since 2015.



## LED lighting

Since 2013, we've introduced LED lighting across all venues, holiday homes and back-of-house areas. To date, we've replaced over 200,000 lighting installations with LED lighting, which offers us a 90% reduction in energy use compared to previous sources.

LED lighting not only saves us energy, it also provides better, longer-lasting light. A typical halogen bulb lasts around 2,000 hours. The equivalent LED bulb lasts a minimum of 20,000 hours. This means fewer replacements and lower maintenance costs.

**200k**

LED lights installed across our parks



# Decarbonisation – electrification



## All-electric holiday home trials

To advance the decarbonisation of our parks, we launched a trial in 2024 with 20 first-generation all-electric holiday homes across three locations.

Encouraged by positive feedback from guests, park teams and metered usage data, we are expanding the initiative in 2025 by installing 50 additional all-electric and solar ready holiday homes at two parks.



In the last two years we've installed 18,155 solar PV panels at 32 of our parks' central facilities and at our Hemel Hempstead support centre with a total generation capacity of 6.5MWp. In 2024, these panels generated 5GWh of electricity for our park operations.

We are trialling solutions for deploying solar PV across our parks and holiday home rooftops.

**18k**

solar panels  
across our parks



## Next generation electric-powered pool

Our new pool development at our Kent Coast park, which is currently underway, will be powered by high-temperature heat pump technology. The new plant room will supply heated water for the swimming pool and domestic hot water for the changing facilities, as well as heated air via the AHU.

The Kent Coast facility will be the first Haven pool plant room to rely solely on high-temperature heat pumps, which will reduce our reliance on gas and help us to better understand how we might roll out this technology more widely in the future.



# Waste management



## Reducing waste on our parks

Another key environmental focus is the waste that is generated on our parks.

In line with UK government legislation, and as part of our waste strategy, we've introduced coffee cup recycling and implemented a ban on specific single-use plastics.

We're continuing to expand and enhance our recycling programme across our parks, and through team engagement and training, we continue to target year-on-year reductions in plastic, packaging and food waste.

As part of a five year collaboration with BIFFA, our waste management provider, we are working to improve our recycling rates and reduce our waste volumes.

**15% of total generated waste recycled and  
93% total generated waste diverted from landfill  
in 2024**



## Recycling cooking oil

Millions of our guests tuck into fish and chips, as well as many of our other wonderful food options, during their Haven seaside break. Which means we get through a lot of cooking oil!

Working with a specialist partner, we recycle this oil into biodiesel, which goes on to fuel vehicles on the road, helping to reduce greenhouse gas emissions.

In 2024 we recycled

**299k**

litres of cooking oil

Since 2019, we've recycled

**1.3 million**

litres of cooking oil into biodiesel - enough to drive the average diesel car around the world **831 times!**

# Water management



## Reducing our consumption through improvements

Climate change is significantly affecting rainfall patterns across the UK - we're experiencing wetter winters and drier spring and summer seasons, right when our parks are at their busiest. As such, we're constantly challenging ourselves to find ways to preserve water on our parks.

We're improving our leak detection and repair; implementing low flow and water-saving sanitaryware; investigating the use of grey water; rainwater-harvesting for irrigation, and using centrifugal water filtration systems in swimming pools.

All our parks have been fitted with water meters and loggers to monitor daily and hourly usage which is monitored by our Facilities Management Team.

Since the start of 2021, we've saved more than 97,000 m<sup>3</sup> of water through leak detection and repair - enough to fill 39 Olympic-sized swimming pools.



**97k**

m<sup>3</sup> of water saved



# Biodiversity



## Enhancing biodiversity across the Haven portfolio

Haven owns and manages over 5,800 acres of biodiversity-rich coastal land, and each of our parks has a dedicated, highly trained grounds team who are passionate about maintaining the park and its local environment. We recognise the vital role we play in continuing to protect and enhance these spaces and ecosystems through planting, forestry and land management, supporting indigenous wildlife, insect life, flora and fauna.

We've begun the process of assessing the existing biodiversity across our parks so we can measure the improvements we're making at regular intervals.

This measurement activity will help us establish a clear baseline and track progress in support of the new Biodiversity Net Gain legislation, all while improving the environment for our guests, team and the wider ecosystem.



## Nature-based guest activities

We love sharing our passion for the natural environment with our guests!

Back in 2017, we first launched nature-based, expert-led activities across all of our parks.

Specifically designed for school-aged guests (and their parents) and delivered by our dedicated team of Haven Rangers, these educational sessions cover a wide range of engaging activities. Guests can take part in nature trail exploring, pond dipping, bug hunts, den building, water safety, coastal explorer walks, treasure trails and bird box making – to name just a few.

These have become some of our most popular activities, with over a million guests participating since they launched.

# 1m+

guests taking part since launch

# Biodiversity



## Sites of Special Scientific Interest (SSSI)

Many of Haven's parks include areas that are classified as Sites of Special Scientific Interest (SSSI).

An SSSI designation is usually associated with the presence of a rare species of flora or fauna, or because of notable geological or physiological features. These are protected areas of high conservation value.

Working with the appropriate environmental management groups and local partners, we have recently agreed five-year management plans for the SSSI designated areas at three of our largest parks: Hafan Y Mor and Presthavon in North Wales, and Perran Sands in Cornwall.



## Wildlife

Our parks provide safe habitats for numerous wildlife species, many of which are thriving alongside our holidaymakers and owners.

Species such as barn owls, stoats, weasels, hare, badgers, rabbits, red kites, and even adders can be seen at our parks.

We take our conservation role very seriously and work with local wildlife specialists to ensure the protection of existing as well as the re-introduction of species into the area. We also work closely with local farmers, allowing them access to our undeveloped land for grazing sheep and cattle.



## Protecting the UK's birds

In 2020 Haven Rockley Park in Dorset partnered with Birds of Poole Harbour and Bournemouth, Christchurch and Poole Council to reintroduce ospreys to the area and create an observation point at Ham Common Nature Reserve, located next to the park.

Working with Birds of Poole Harbour, nesting pairs were successfully re-introduced, and in 2022 our guests were able to witness the first osprey chick to hatch in southern Britain in 200 years.

Our Haven parks at Thornwick Bay (East Yorkshire) and Orchards (Essex) have also successfully re-introduced nesting pairs of barn owls, and many other parks have installed a variety of bird boxes to encourage nesting.

# Social

## Our priorities: a summary

We are committed to ensuring our team, guests, owners and the local communities near our parks feel represented, included and supported throughout their Haven experience.



### Employment & development



### Inclusive culture



### Community impact

\*WiHTL - Women in Hospitality, Travel and Leisure

## Achievements at a glance:



### WiHTL Gold\*

inclusion employer accreditation



### £300k

fundraised for charity in 2023 and 2024



### 2k+

young people engaged with our youth employment hub in 2024



### Charity

New national partnership with Cancer Research in 2024



### £5m+

invested in Learning & Development initiatives since 2019

# Our Breath of Fresh Air Culture

## Breath of Fresh Air

Our Breath of Fresh Air culture and values are the driving force behind our commitment to our team, guests, owners and local communities. Everyone has a part to play in making our business brilliant, so that we deliver on our mission to give our guests a great time with memories that last a lifetime. We deliver that mission with a positive, fun, and supportive culture, where team members feel valued and respected.

Our energetic team ***Bring the Sunshine*** to our guests and owners with a can-do attitude and a passion for making holidays magical and providing memories that last a lifetime.

Whatever our team does for our guests, owners, or each other, they always ***Do it With Pride***: working together with clear goals and striving to reach a high standard.

***Dare to Care*** is reflected in the way we care for our guests, owners and one another.

We're one diverse team and every individual has an important part to play in creating a workplace where everyone feels, safe, healthy, included and supported.





# Employment & development



We're committed to investing in skills development and career pathways, from entry level to senior leadership, continually supporting personal growth and long-term career opportunities.

Developing workplace skills and establishing clear career pathways are key to building a motivated, high-performing, and future-ready workforce.

We're fostering a culture of continuous learning and development by making skills growth and career conversations an ongoing part of every role. This is achieved by offering a comprehensive portfolio of development opportunities and programmes that our teams can access.



## Haven Casting

Haven proudly supports and nurtures young and emerging talent within the performing arts industry. We employ around 400 people within our entertainment cast across a wide range of roles: from singers and dancers to actors, animation hosts and production team members.

Following our annual national casting tour in 2024, over 200 employment offers were made to new members to join Haven's amazing cast. Every year, the entertainment team take part in a seven-week training programme, which includes two weeks of residential rehearsals at one of our parks, where they further develop their craft and learn new skills.



## Activities Team development

We work closely with the Royal Life Saving Society UK to provide lifeguarding training. In 2024, Haven trainer assessors delivered around 90 National Pool Lifeguard Qualifications (NPLQ) courses – certifying 422 new lifeguards and renewing the qualifications of 223 existing team members.



# Employment & development



## Developing leaders at every level

We believe that having the best talent, effective succession planning and strong development programmes are critical to our long-term success.

To ensure that we have the right people with the right skills in place to meet current and future needs, we offer a range of learning and development opportunities, from apprenticeships to operational 'Grow to' programmes, that are aligned to our 'Haven way of Leading' capabilities and behaviours, and are designed to cultivate the next generation of leaders at all levels.

By investing in our team's development, we can identify and nurture leadership potential, helping team members gain the skills and confidence to take on bigger responsibilities. This, in turn creates a strong pipeline of qualified leaders who are ready to guide Haven through continued growth and change.



**£300k**

investment in General Manager training in 2024



**£5m+**

invested in Learning & Development initiatives since 2019



## Youth Employment Award

in 2024 for our outstanding commitment to engaging with young people at the start of their career journey (Youth Employment UK)

# Employment & development



## 3 leadership development case studies:

Starting her Haven career behind the bar over 30 years ago, Elma has served as a General Manager at seven Haven parks across the UK and is now General Manager of the Primrose Valley park in North Yorkshire.

Understanding the importance of personal and professional growth, Elma has participated in several development programs over the years, focused on honing skills in leadership and mentoring, strategic decision-making, and fostering diversity and inclusion.

**Elma John**  
General Manager –  
Primrose Valley



Mateusz started his career working at our award-winning Fish & Chip shop Cook's at Church Farm Park in Sussex. His leadership qualities and passion for guest satisfaction shone through and he was quickly promoted into several supervisory and management roles before becoming Head of Food & Beverage. He successfully applied for and completed the Haven Grow to Senior Leader programme in 2023 and was recently appointed as the General Manager at our Littlesea park in Dorset.

**Mateusz Dolata**  
General Manager –  
Littlesea



Rhiannon joined Haven as a cleaner at the age of 16. A couple of years later, she started working as a receptionist at Golden Sands park in Lincolnshire. Over a period of nearly ten years, she went on to hold various roles, including Health & Safety Manager, Grounds Manager and Security Manager, gaining a breadth of operational knowledge and experience. At the age of 27, Rhiannon was appointed Head of Facilities at our Cala Gran park in Blackpool. Her passion for developing her leadership skills was recognised by her General Manager, and as a result, she was nominated for the Haven Grow to Senior Leader Programme.

**Rhiannon Porter**  
Head of Activities –  
Cleethorpes Beach



# Inclusive culture



## Diversity across Haven

We're committed to nurturing a fully inclusive, diverse and equitable workplace across Haven. Ensuring that everyone feels included and represented is an essential part of the Haven experience.

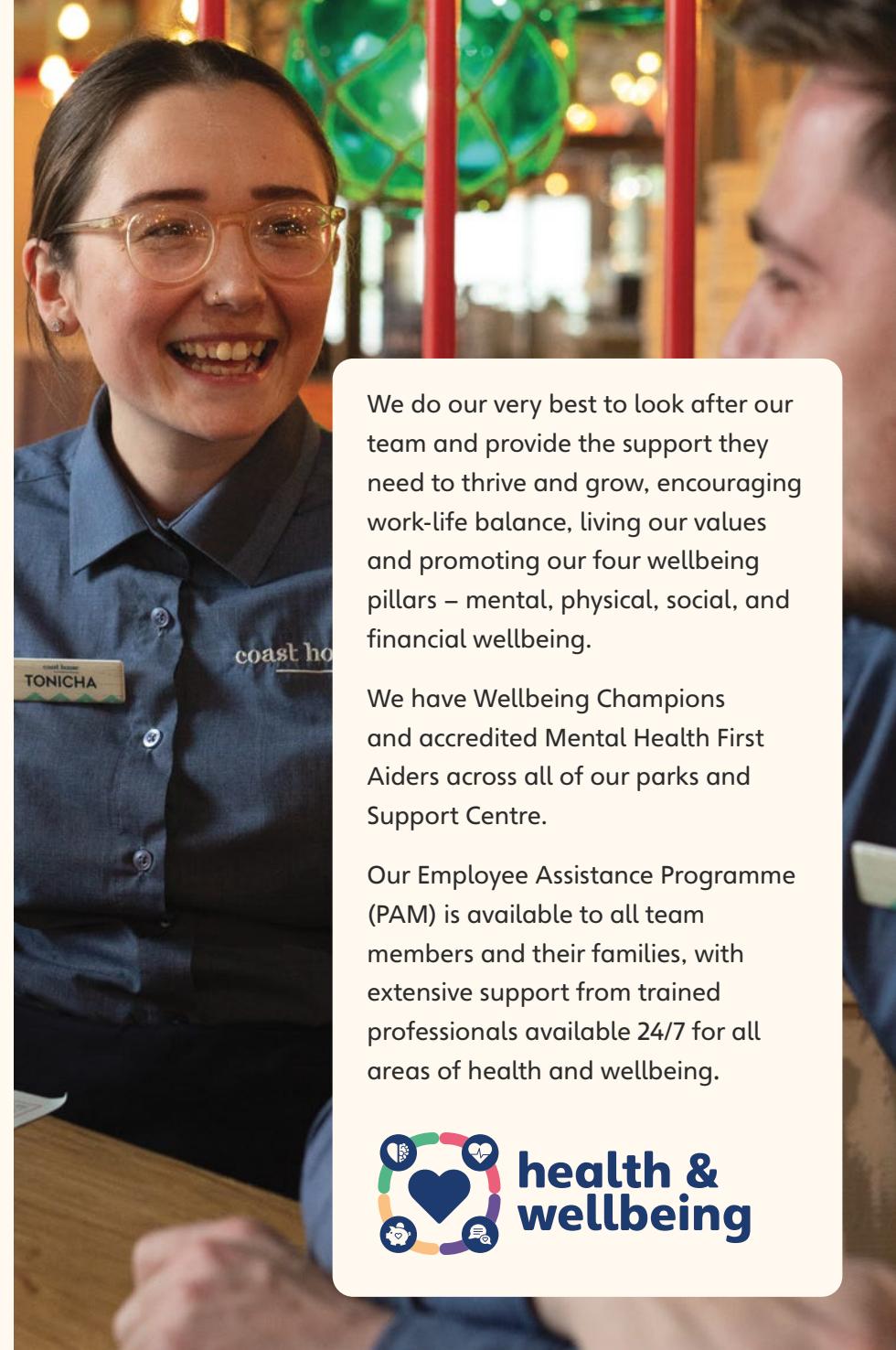
We use a number of different data points to understand our team in greater detail and inform the decisions we make. Using a data-led approach helps us to ensure that our team reflects the guests and communities we serve.

As a result, our key areas of focus for Diversity, Equity and Inclusion (DEI) include:

- Increasing female representation in leadership roles
- Increasing the diversity of our teams to reflect the communities where we operate
- Implementing neurodiversity support for our team, guests and owners

## Award winners

We were awarded in 2023-2024 for making the most progress in improving diversity and inclusion across our business, as part of an industry-wide assessment led by Women in Hospitality, Travel and Leisure (WiHTL and Diversity in Retail).



We do our very best to look after our team and provide the support they need to thrive and grow, encouraging work-life balance, living our values and promoting our four wellbeing pillars – mental, physical, social, and financial wellbeing.

We have Wellbeing Champions and accredited Mental Health First Aiders across all of our parks and Support Centre.

Our Employee Assistance Programme (PAM) is available to all team members and their families, with extensive support from trained professionals available 24/7 for all areas of health and wellbeing.



# Community impact



## Charity support

Supporting charities forms a key part of our commitment to delivering meaningful community impact. For a number of years, we held a partnership with the Royal National Lifeboat Institution (RNLI) and in 2023 and 2024 we raised total of £230k for this fantastic cause.

In addition, over the same period, we raised £67k for the Marine Conservation Society.

In 2024, we entered into a brand-new, company-wide partnership with Cancer Research UK and have already raised over £50k. We chose Cancer Research UK because it is a cause that we felt our guests, owners and team members can relate to, as so many lives have been affected by cancer in some way.

## In partnership with



CANCER  
RESEARCH  
UK



## Case study – Caister-on-Sea

### Caister Lifeboat

Norfolk Caister Lifeboat is one of only three independent lifeboats in the country. The lifeboat station has been in operation since around 1790 and has been supported by our Caister-on-Sea Holiday Park for many years.

In 2023, the park raised £3,000, with the money donated to the charity in early 2024. Guests and owners contributed significantly during fundraising events. The park's summer festival was themed around fundraising for the local lifeboat, and the park regularly organises owner visits to the lifeboat station, helping to raise awareness of their important work.

### Friends of John Grant School

John Grant is a special educational needs school just across the road from our Caister park. In addition to holding regular fundraising events, the park also provides access to its sports facilities, and welcomes students for guided visits, giving pupils the opportunity to experience different aspects of work on park, at Haven.



# Community impact



## Local community support

Many of our parks support local youth sports clubs (such as football and rugby) or offer their facilities to local youth associations for sports and swimming activities.

### Case study – Lakeland Leisure Park

Lakeland Leisure Park allows local children to learn how to swim in their swimming pool. With the nearest public swimming pool over 45 minutes away, Lakeland has offered their pool to the local swimming club, Piranha's Swim School to host their weekly swimming lessons. Over the past two years, 58 local children have learned how to swim at Lakeland.



## Volunteering

Many of our team members volunteer in their local community with a host of different charity partners and local community organisations, including: the RNLI, fire stations, beach cleans, litter picking, planting local flower beds, supporting school pantomimes and at local pride parades to name a few.



### Case study – Quay West Holiday Park

Our Quay West Holiday Park in Wales supported their local primary school (Ysgol Cei Newydd) by volunteering their time to repaint parts of the school.

In December 2024, the school was without a venue for their end-of-year pantomime, so the park offered their state-of-the-art Marina Bar and Stage entertainment venue. Some of the team who had already finished for the year even came back to help run the event.

# Governance

We're committed to upholding the highest levels of accountability and transparency across our business.

## Sustainability governance

**Ensuring sustainability is at the heart of our business**

In 2024, we established the Sustainability Steering Committee, a sub-committee of the Haven Executive team, which holds delegated authority to drive performance and progress across each of our sustainability priority areas. The Committee is chaired by the Director of Procurement & Sustainability, who reports directly to the CEO.

The Steering Committee regularly reviews the outputs of the Sustainability Working Groups and makes recommendations, where appropriate, to the Board and its sub-committees.



# Corporate governance

We comply with the UK The Companies (Strategic Report) (Climate-related Financial Disclosure) Regulations 2022 (Regulations).

Details can be found in the Bourne Leisure Company Report for 2024.



# Supply-chain responsibility

We work with thousands of suppliers across the UK, many of them critical partners in our mission to delight our guests and create memories that last a lifetime.

We have extensive frameworks and market-leading policies for engaging with suppliers, and we partner only with those who align to our values. Our ethical sourcing policy applies to all parts of our business and reflects our commitment to acting with integrity in all our business relationships. We require any new suppliers to agree to terms around:

- (i) employment; (ii) freedom of association; (iii) working conditions; (iv) fair wages; (v) working hours; (vi) discrimination; (vii) accommodation and (viii) ethical practices.

We're committed to ensuring that there's no modern slavery, human trafficking, or unlawful child labour in our supply chains or in any part of our business. Our Modern Slavery Statement can be [found here](#).



# Health and safety

## Keeping everyone safe and secure

Keeping our team, owners, guests and contractors safe and secure is fundamental to Haven. Our approach is set out in our Safe and Secure Policy. This outlines our commitment to protect people, our organisational responsibilities and the controls we have in place. Alongside this we have a set of management standards for specific risk topics and guidance documents providing further clarity.

Standard operating procedures and risk assessments describe in greater detail what must be done to ensure consistency. Compliance is monitored via checklists, forms and audits. We continually review and improve our safe and secure management system.



## Our safety culture

In 2023 we launched our “spot it, sort it, report it” safety programme.

This campaign focuses on three pillars:

- 1. Challenge unsafe behaviours** – everyone is empowered to speak up and say something if team members spot anyone acting in an unsafe way.
- 2. Make areas safe** – taking action when employees spot an unsafe condition to prevent it from harming anyone. For example: cordoning off an area and informing the right people so it can be made safe.
- 3. Always remember to report it** – whether or not an incident leads to harm, we encourage our team to report all incidents and near misses so that lessons are learned and improvements are made.

Every month across our parks, team members are recognised for displaying and upholding these behaviours.



# Safeguarding

We believe that no child, young person or adult should ever experience abuse of any kind whether as a team member, guest or owner. We're committed to promoting safeguarding and have arrangements in place to prevent issues and to ensure concerns are recognised and appropriately handled. We partner with an independent safeguarding expert to check our Safeguarding Policy and arrangements are fit for purpose. Safeguarding training is provided to team members at all levels so that anyone can recognise and report concerns.

Senior management across all our parks also have further safeguarding training, including working with external agencies as needed.

We're committed to recruiting and selecting team members following safer recruitment guidance, so that all necessary checks are made on individuals working with children, young people and vulnerable adults.



## Governance

# Stakeholders

Listening and balancing the diverse interests of our stakeholders is central to the success of Haven.

As a responsible business, our purpose lies at the heart of everything we do, helping us to deliver meaningful outcomes for our guests and owners, team members, local communities, shareholders and suppliers.

We strive to regularly update them, keeping them informed about how we operate and the progress we are making.



## Governance

# Privacy and data protection

Haven is committed to protecting and respecting the privacy of our team, owners and guests, while striving to provide the very best guest experience.

We work hard to keep information safe and secure. Haven's [Privacy Policy](#) provides the most comprehensive description of our data practices. Our commitment to data privacy and security is embedded in our culture, with all permanent team members receiving mandatory data privacy and security training during their onboarding process and every year thereafter. Team members also receive additional privacy and cybersecurity training throughout the year through events such as Privacy Week, and regular reminders on phishing to help them understand and promote best practices.

## Governance

# Compliance

Our dedicated legal and compliance team ensures compliance with all applicable laws, regulations, internal policies and best practices. All of our permanent team members receive annual training (with completion monitored by our leaders) and we have comprehensive compliance policies and procedures in place. These policies include (but are not limited to): Whistleblowing, Conflict of interest, Anti-bribery and Corruption Policy and Financial Crime Prevention Policy. An independent third party operates our whistleblowing platform, which allows team members to report concerns anonymously.

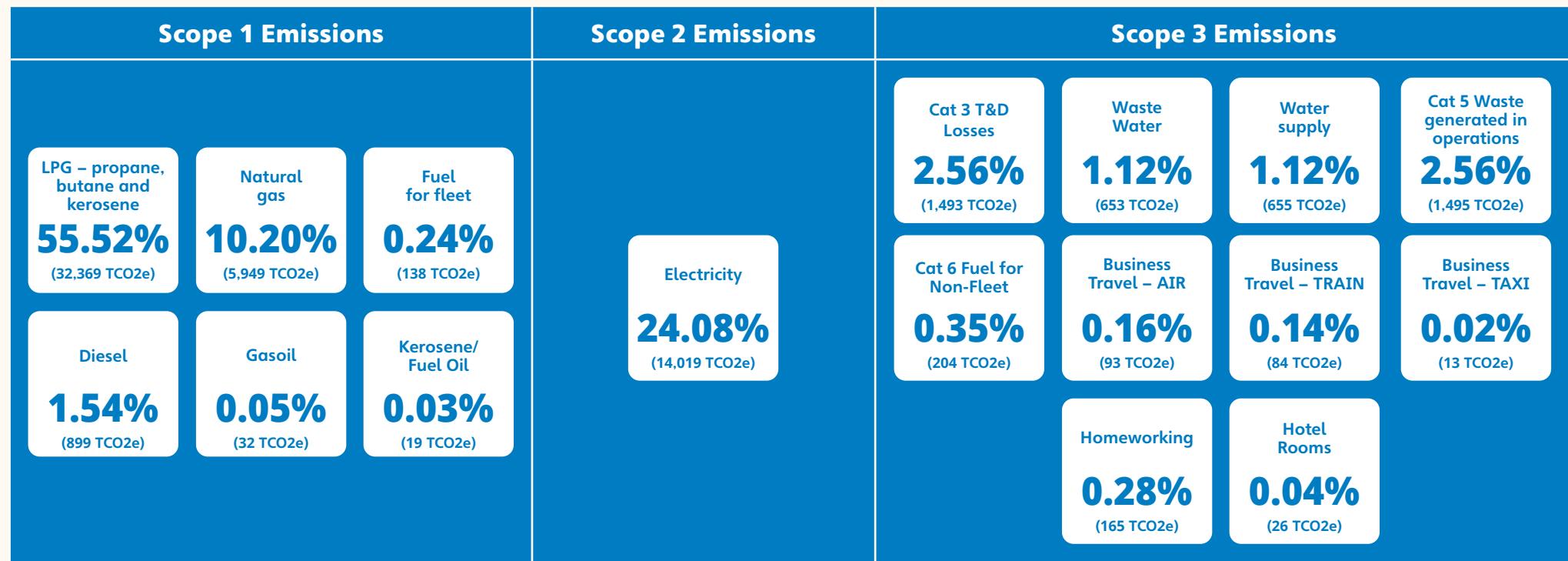


# Appendix

## 2024 Carbon Footprint Calculations

Haven has followed the GHG Protocol Corporate Standard Methodology – [Greenhouse gas reporting: conversion factors 2024 – GOV.UK](#)

We have used DESNZ 2024 conversion factors for activity based calculations and ExioBase conversion factors for spend based calculations.



**Total 58,306 TCO2e**

2019 is our baseline year - 55,628 t/CO2e

Carbon emission intensity calculations exclude Touring.

Please review <https://www.gov.uk/government/publications/greenhouse-gas-reporting-conversion-factors-2024>



Thanks for reading and supporting our mission  
to create memories that last a lifetime



**Haven Head Office**

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